

DeAndra Roaché

Email: adr0858@gmail.com

Present Occupation: Full-time Arbitrator, Mediator, Trainer and Neutral Investigator

Business Address:

Cynergis Dispute Resolution Services, LLC
1300 Pennsylvania Avenue, NW
Suite #190-728
Washington, DC 20004
Phone: 301-996-9086

PROFESSIONAL AFFILIATIONS:

- Labor and Employment Relations Association (LERA) – Member
- Society of Federal Labor & Employee Relations Professionals (SFLERP)– Member
- American Bar Association (ABA) Labor & Employment Law and ADR Sections –Member
- League of Railway Industry Women (LRIW) – Member
- Society of Human Resource Management (SHRM) – Member

EDUCATION:

MA, *Conflict Resolution*, Dominican University – River Forest, IL

BS, *Political Science*, University of Maryland - College Park, MD

CERTIFICATIONS & TRAININGS:

- **Cornell University-School of Industrial and Labor Relations/ILR – New York, NY**
Labor Relations Contract Administration Studies Certificate, 2014
- **Equal Employment Opportunity Commission (EEOC) – Washington, DC**
Certified EEO Investigator, 2017
- **Community Mediation Maryland – Takoma Park, MD**
Mediation Certificate & Apprenticeship, 2015
- **Dominican University – River Forest, IL**
Mediation and Negotiation Certificates, 2015/16
- **Federal Mediation and Conciliation Service (FMCS) – Washington, DC**
Becoming a Labor Arbitrator – Certificate, 2017

HONORS AND AWARDS:

- **American Arbitration Association (AAA) – New York, NY**
2015/16 Distinguished Judge A. Leon Higginbotham Jr. Fellow

ARBITRATION/LABOR RELATIONS EXPERIENCE:

Arbitrator-Mediator

2015-Present

Professional neutral concentrating in arbitration, mediation and fact-finding of labor and employment disputes. Extensive experience as a labor relations professional in the Labor/Collective Bargaining, Arbitration and Mediation processes unique to the Railroad industry as administered under the Railway Labor Act (RLA), such as Public Law Boards, Special Boards of Adjustment, Interest Arbitrations, Presidential Emergency Boards, Grievance Mediation and proceedings through the National Railroad Adjustment Board of the National Mediation Board. Self-employed/ Founder of Cynergis Dispute Resolution Services since January 2018. ADR practice includes arbitration, mediation, facilitation, investigations, training, dispute resolution program design and ADR applications development.

AMTRAK, Washington, DC

4/09 – 12/2017

Senior Labor Relations Coordinator - Designed company-wide Mediation program with Online Dispute Resolution (ODR) components for use by 25,000 employees. Managed grievance and discipline cases at final on-property and arbitration levels. Investigated and researched areas of concern/disputes arising in the business of labor relations and collective bargaining. Communicated with corporate and field employees at various levels and union

representatives to investigate, research and secure case information. Participated in Labor-Management Negotiations. Managed arbitration process. Prepared correspondence and/or appellate responses/decisions related to grievance or discipline cases including cases with arbitration tribunals such as the National Mediation Board and other Board activity (more than Three Hundred Seventy-Five (375) arbitration submissions prepared and briefs/mini-briefs written). Prepared comprehensive Labor and Employment reports and analytics. Participated in special projects in furtherance of collective bargaining, employee relations, training and cross functional/department initiatives at corporate and divisional levels including Labor-Management initiatives and employee engagement.

Financial Industry Regulatory Authority (FINRA), Washington, DC **2015 - Present**
Arbitrator (Employment & Securities Disputes) - Arbitration territories include Puerto Rico, Washington, DC and Baltimore, MD. Judge FINRA's Securities Dispute Resolution triathlon competitions that include negotiation, mediation and arbitration.

Arbitration Ghostwriter **2015-Present**
 Assist labor arbitrators with preparation of arbitration awards/decisions including federal sector and railroad cases.

Dispute Resolution Program Designer & Trainer **2015-Present**
 Design ADR programs, conduct Conflict Analysis/Studies, generate conflict costing assessments/models, conduct trainings in Labor Contracts/Agreements, Collective Bargaining, Hearing Officer/Charging Officer, Cross-Cultural Team Dynamics and Conflict Coaching.

Anne Arundel Conflict Resolution Center, Annapolis, MD **2015-Present**
Volunteer Mediator- Mediate Court Mandated and Voluntary Community, Family, Workplace, and Business Disputes.

American Bar Association – Mediation Competitions **2016-Present**
Judge - Regional and National Law School Mediation Advocacy Competitions (2016 Georgetown Law and 2017 George Mason Scalia Law).

INDUSTRIES:

Transportation: railroad and public transportation/commuter rail, maritime, financial securities, consumer, federal and public sector grievances, education and police.

ISSUES:

Arbitrability, discipline and discharge, contract interpretation, management rights, on/off-site misconduct, social media, theft, safety, drug & alcohol, workplace violence, attendance/absenteeism, document falsification, working conditions, overtime, seniority, discrimination/EEO, job classification, past practices, FMLA, disqualifications, performance, insubordination/failure to follow instruction(s), job posting/bidding and contracting out.

SPEAKING ENGAGEMENTS AND PUBLICATIONS:

Cornell University-School of Industrial and Labor Relations/ILR (New York) – Guest Speaker on *Effective Labor Relations Grievance Handling and Best Practices* (October 2016)

American Bar Association (ABA) Alternative Dispute Resolution Section's 2018 Mid-Winter Meeting – Guest Speaker on *Innovations in ADR* and accompanying paper.

Graduate Papers: “Negotiation Models”, “Cross Cultural Conflict Management in the Workplace”, “The Creative Side of Conflict”, “An Analysis of the Six Cultural Starting Points”, “Mandatory Arbitration Clauses” and “Class Action Waivers”.

FEES: Per Diem: \$1,400 per full or partial day of hearing, research and preparation of the opinion and award. Cancellation Policy: \$1,400 if cancelled within 30 days of scheduled hearing date. Expenses: Arbitrator charges actual cost of reasonable expenses, including airfare, car rental, food and lodging. Automobile mileage is charged at the applicable IRS expense rate.